



DECLARATION ENVIRONMENTAL EMAS

REFERENCE PERIOD: 2021/2023



ELIOR SPA - ENVIRONMENTAL MANAGEMENT SYSTEM EMAS REGULATION

Revision	Data	Description
1	27/08/2021	First Edition

Predisposition	Approval
Environmental Management System Manager – EMAS Management Representative	AD – R. Ambrosino



INDEX

1	Introduction	4
2	Presentation	5
2.1	The ELIOR Group in the world	5
2.2	The Elior Group in Italy	6
2.3	Catering in Italy and the COVID emergency	7
2.4	Elior Ristorazione S.p.A.	8
2.4.1	The organizational structure	9
2.4.2	The main sectors of activity	10
2.4.3	Description of the Territorial Context	11
2.4.4	Certifications	12
2.4.5	Scope of the EMAS system	12
3	Sustainability strategies	13
3.1	Environmental Policy	14
3.2	The ELIOR Environmental Management System	14
3.3	Main Applicable Environmental Legislation	15
3.4	Mapping Key Stakeholders	16
4	Environmental Aspects	17
4.1	The analysis of the aspects	17
4.2	The definition of KPIs and normalization factors	18
4.3	Environmental aspects and their monitoring	18
4.3.1	Power consumption	20
4.3.2	Water Consumption	21
4.3.3	Consumption of Material Resources	22
4.3.4	Emissions into air	23
4.3.5	CO2 emissions Refrigerant gases	24
4.3.6	Production and Waste Management	24
4.3.7	Water Drains	26
4.3.8	Use of Hazardous Substances	26
4.3.9	Noise – Acoustic Impact	27
4.3.10	Land use and impact on Biodiversity	27
4.4	Environmental aspects generated in emergency situations	27
5	Headquarters and reference KPIs	29
6	Zola Predosa Operating Unit and Reference KPIs	33
7	Improvement Programs	36
7.1	Energy Reduction (IP-01)	36




7.2	Reduction of Greenhouse Gas Emissions (IP-O2).....	37
7.3	Reduced water consumption (IP-O3).....	38
7.4	Reduction of waste production (IP-O4).....	39
8	EMAS Declaration Management.....	41
9	EMAS Registration	42
10	Annex I	43
11	Annex II	45
12	Allelegato III	46
13	Annex IV.....	48



1 INTRODUCTION

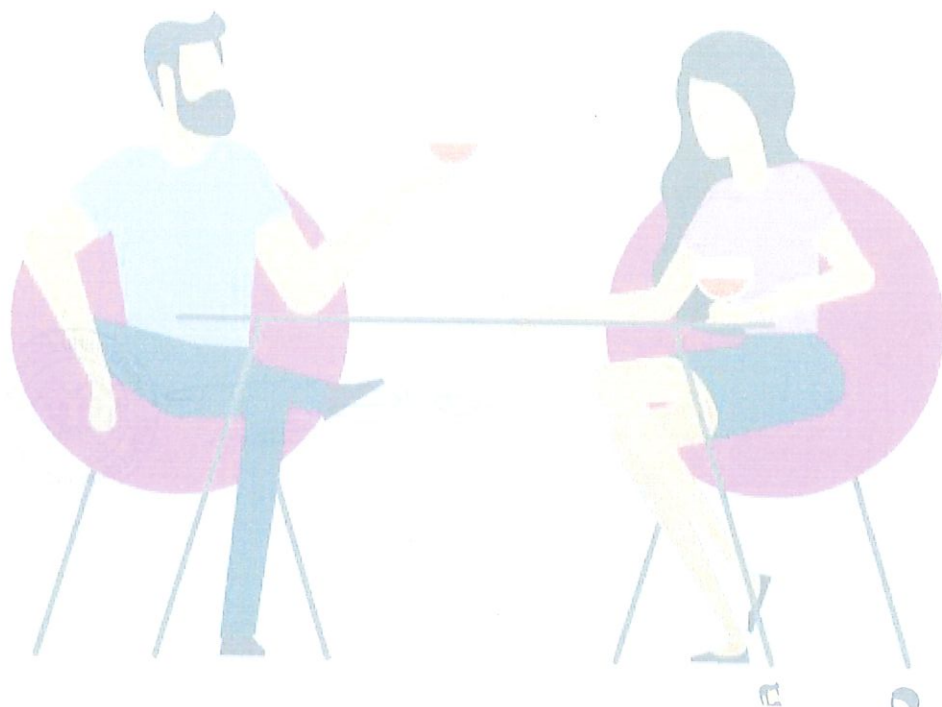
Dear Reader,

*Stimulated by the ever-increasing attention to sustainability issues and inspired by our strategic organizational visions, the ELIOR Group has chosen to launch, through **EMAS registration** in accordance with European Regulation (EU) 1221/2009 (s.m.i.), an important project for the implementation and progressive extension on the various sites of an environmental management system compliant with the Eco-Management and Audit system of the European Union.*

On the following pages you will find our EMAS Environmental Declaration, a useful tool to provide an overview of the significant elements and relationships of our Organization with respect to the environment and its sustainability; The document also aims to provide a clear and transparent reporting tool for our policies, activities and strategic planning of our environmental improvements.

Happy reading.

The Chief Executive Officer
Rosario Ambrosino



2 PRESENTATION

This Declaration refers to the company **Elior Ristorazione S.p.A.**, a leading company in the Italian collective catering sector, and part of the Elior Group.

3 THE ELIOR GROUP IN THE WORLD

The ELIOR Group, founded in 1991, is the third largest operator in Europe of Collective Catering, Concession Catering and Associated Services; currently, it operates in 6 countries and globally is in fourth place for contract catering and third for catering by concession. Elior Italia joined the Elior Group in 1999, continuing the path that in 15 years has led it to be a leader in the national market.

THE NUMBERS OF THE ELIOR GROUP 2019

Diversified solutions and meals guaranteed to reality large and small to satisfy beyond

85 million
of meals every year



IN THE WORLD | REFERENCE PERIOD (OTT2018 – SETT 2019)



Present in 6 countries



23.500 restaurants and points of sale



109.000 Employees



4.886 milioni € di fatturato 2018-2019

[*] The turnover data relate to catering and are therefore comparable with the number of meals. The turnover of Elior Servizi is not included

Figure 1 The numbers of the Elior Group 2019

Mission

To be the Caterer of Choice, the quality choice in Collective Catering for millions of customers around the world every day.

To ensure an innovative experience, always.

To make every meal, a moment to savor.

In support of the ambitious goal that ELIOR sets itself as its mission and the daily commitment of the entire ELIOR Group, the set of 5 values represents the new strategy for the period 2020-2024:

#1: Mixed shift towards attractive markets	<ul style="list-style-type: none"> Orient the development of the new business towards the most attractive segments, customers and customers Develop relevant adjacents Convert self-managed prospects to ensure higher margin
#2: Increased Customer Centricity / CSR (Catering)	<ul style="list-style-type: none"> Meets the company's expectations Develop Retail Get on board and upgrade the front line Redefining the brand's portfolio strategy Manage contracts proactively
#2: Increased Cross-Sell/Upsell (Services)	<ul style="list-style-type: none"> Special works Facilities Management Concierge



#3: Systematic Attention to Conservation	A client, a project Vulnerability Dashboard Retention units Using and updating tools Clarification of incentives Systematic post mortem
#4: Continuous Cost Optimization	Improve food costs Optimize labor costs Optimize overheads and SG&A expenses
#5: Liquidity Management and Allocation	Monitor investment allocation Improve working capital Limit non-recurring things

3.1 THE ELIOR GROUP IN ITALY

In the national territory, the Group is divided into a pool of associated companies of which ELIOR Ristorazione S.p.A. is 100% owner, operating in the service sector for companies and public bodies. Elior's corporate structure in Italy is shown in Figure Figure 2

Within the Elior Italia structure there are some special services, not associated with the classic collective catering, identified with a brand, a site and dedicated communication activities (including the *Chicks & Co.* Service, the *Itinere* Service and *Elior Servizi*, in addition to the new *Artusi* service).



Figure 2 The organization of Elior Italia



L'EVOLUZIONE DELLA ORGANIZZAZIONE DI ELIOR

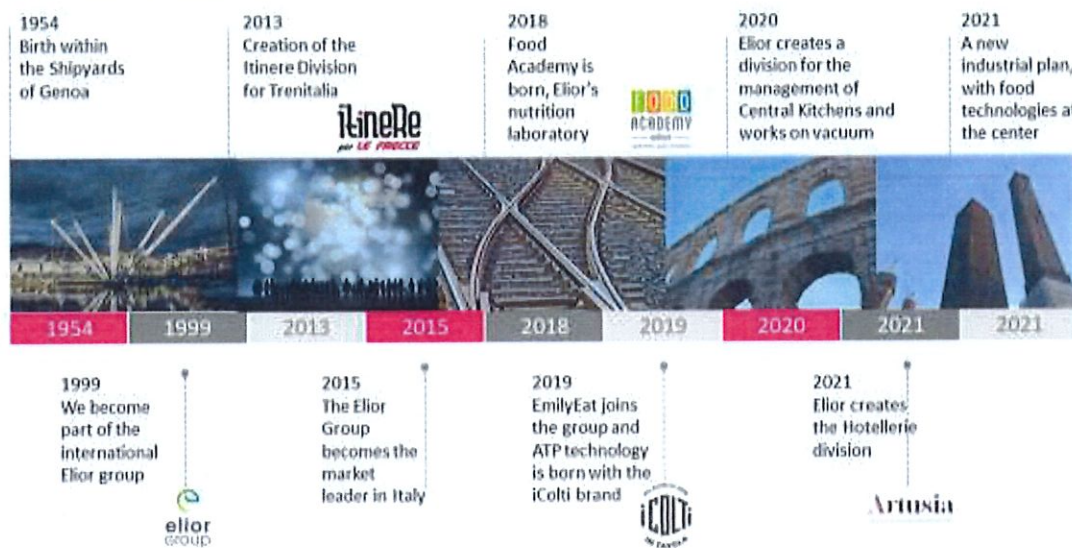


Figure 3 The evolution of elior Italia's organization

3.2 CATERING IN ITALY AND THE COVID EMERGENCY

To outline the context in which the EMAS project was launched, it is necessary to indicate how the COVID 19 health emergency has affected the organizational structure in Italy.

The health emergency has presented a real test for the collective catering sector. The closure of schools and many companies as well as the widespread application of smart working has put in crisis the traditional way of administering the service, requiring companies in the sector to re-evaluate their organization and to differentiate the offer more, to respond to the new needs born that, so far, seem to be maintained over time.

In this context full of challenges, in September 2020, Elior developed **iColti in tavola**, a smart catering solution that allows you to order and receive dishes comfortably at home with menus declined in specific product lines for the needs and tastes of all, including intolerant and allergic. The service poses a practical solution to all workers: company employees who work on site and not and also to all people who work at home and do not have time to think about what to eat and stay in the kitchen.

The aim is to offer a service that responds to:

- New lifestyles
- Flexibility in spaces
- Increasingly demanding customer
- People's need to have no time limits and space constraints



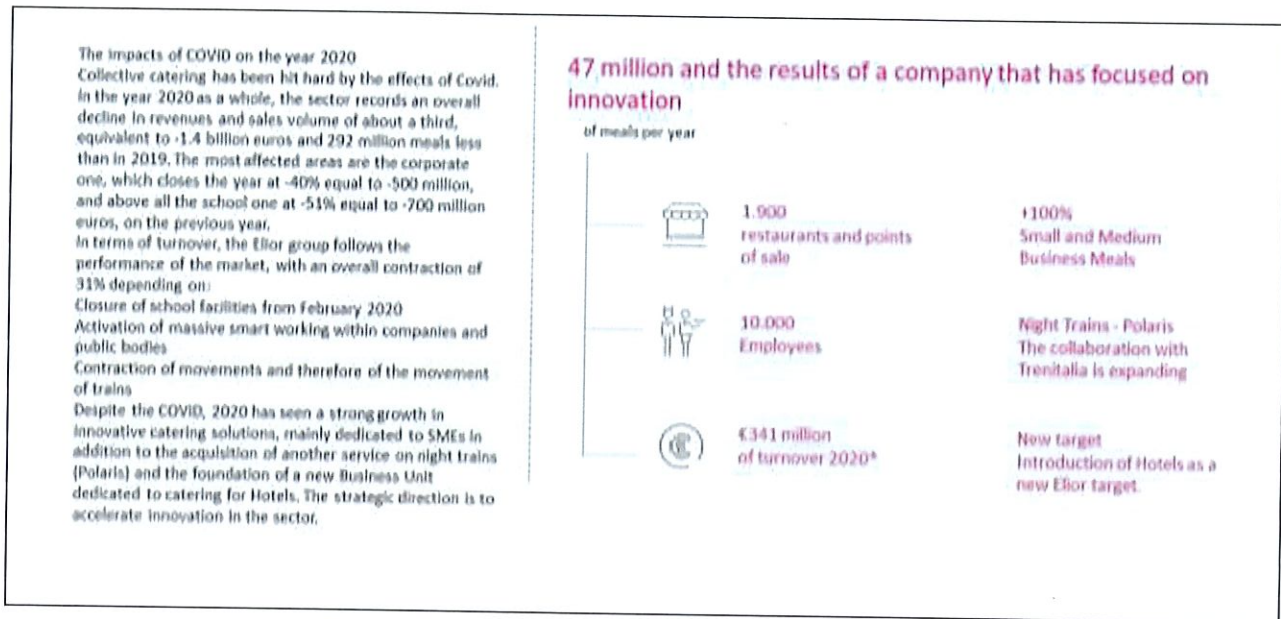


Figure 4 Elior's numbers in Italy in 2020 and the impacts of COVID

3.3 ELIOR RISTORAZIONE S.P.A.

Elio ristorazione S.p.A. represents the parent company of Elior in Italy and performs for the associated companies the function of *Service Center*, regulated through a Framework Agreement that provides for centralizing the following services in the ELIOR Headquarters:

- Human Resources Management.
- Personnel Administration.
- Purchasing Department.
- Orders Direction.
- Marketing.
- I.T. Systems – Infrastructure and IT security.
- Management control.
- Financial Management and Treasury Services.
- Administration, Finance and Control Department.
- Administrative services.
- Quality-Environment-Safety Control.

Our core business it's the kitchen and meal service. Elior Italia is based on 3 main catering models:
Onsite catering, in the premises that are managed by Elior by the customer (companies, hotels, bistros, museums, etc.)
The "decoupled" catering with production at a central kitchen and delivery and administration at the customer's site thanks to the transport of meals
Onboard catering that follows specific dynamics related to the management of means of transport
In addition to catering, the Elior group also includes Elior Servizi, which deals with facility management and cleaning.

Entertainment



Services

Staff HQ

Elior Ristorazione S.p.A.	
Registered office	Via Venezia Giulia, 5/a – 20157 Milan
Social Capital	Euro 45,000,000
Turnover	Euro 137,525,264
Cod.Fisc – P. IVA	08746440018
Number of employees	5.950
Total number of meals produced	24.474.122
Number of central kitchens	10
Sectors of activity	Collective catering (education, armed forces, health, companies)

Table 1 Main company master data, data relating to the year 2020



3.3.1 THE ORGANIZATIONAL STRUCTURE

The following figure shows the management organizational structure of the group at the national level. From an operational point of view, the General Management (in the figure of the Chief Executive Officer) supervises and coordinates the activities through the various Directors of Stream.

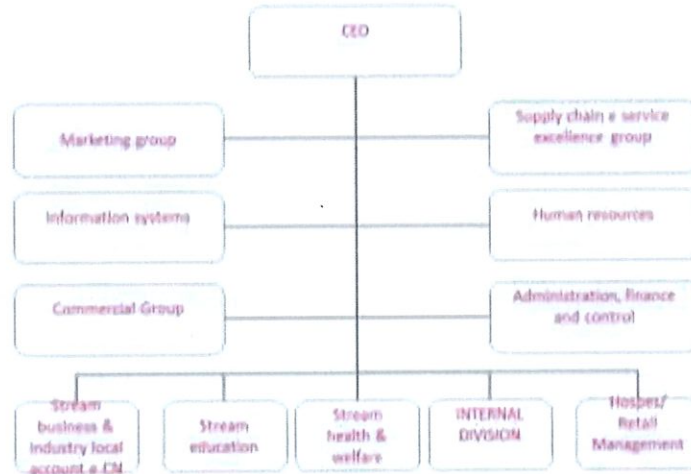


Figure 5 Management Organization Chart of Elior Ristorazione

The organizational structure in charge of the management of the EMAS system is articulated as follows.

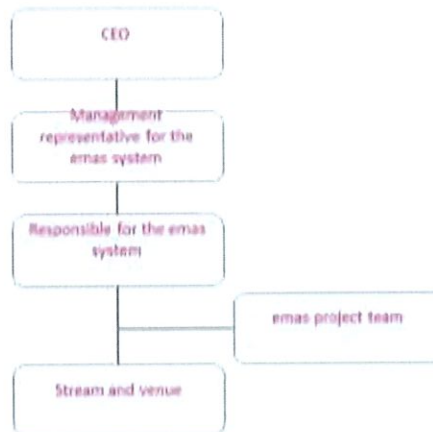


Figure 6 EMAS Organization Chart of Elior Ristorazione



Project Team - EMAS

To ensure the functioning of the Environmental Management System and the application of the provisions of the EMAS Regulations, the Group has identified a specific Project Team with roles, responsibilities and function reports that have or could have an impact on organizational activities and the environment.

Who Officially appointed company functions that actively contribute to the implementation of the Environmental Management System

Purpose Actively involve employees in the implementation and improvement of the Environmental Management System, increasing their awareness of environmental commitments and initiatives

- Tasks**
- Support the Management in the revision and updating of the environmental policy
 - Definition of objectives and improvement plans to be proposed to the Management
 - Collaborate to identify significant environmental aspects and define related control and monitoring measures.
 - Support the writing/revision of the System procedures and the EMAS Environmental Declaration
 - Facilitate the application of the Environmental Management System through:
 - Regular review of improvement objectives and programmes
 - Provide input for periodic review
 - Develop awareness-raising and communication activities to stakeholders
 - Review / updating of stakeholder expectations, in relation to environmental issues.

3.3.2 THE MAIN SECTORS OF ACTIVITY

The collective catering managed by the organization is active both in the public and private sectors and includes four main types of services offered as follows.

Asia		
Tailor-made solutions, personalized, eco-sustainable and cutting-edge services from the initial design. Based on the number of employees, their tastes and caloric needs, the premises present for the service, the ELIOR Group offers innovative and personalized solutions for corporate catering.		
Key aspects		
Innovative food concepts	Menus in line with new trends	Pleasant and relaxing environment

Health		
In healthcare, eating well becomes essential to feel better. A delicate task that ELIOR performs with efficiency, attention to detail and attention to people.		
Key aspects		
Healthy and balanced menus, personalized diets	Atmosphere and courtesy	Helping patients and the elderly to feed themselves independently

Schools		
The ELIOR Group offers catering services with a wide variety of menus, prepared with genuine and tasty ingredients, which take into account the different age groups. It also promotes a lifestyle based on a correct relationship with food, through ad hoc food programs and education, playful and training moments, organized with the customer, which involve the involvement of teaching staff, parents, local administrations, ASL and Canteen Commissions.		
Key aspects		
Food education paths to suggest correct lifestyles	Varied and appetizing menus with the right balance of nutrients	School meals as a moment of sharing and empowerment




Armed forces

The catering of the ELIOR Group for barracks, academies, training centers, military commands and stations and Public Security bodies. In any condition, even the most impervious, Gruppo ELIOR is able to serve meals with the quality and efficiency of always and satisfying any request.

Key aspects

Efficiency, safety and flexibility, even in emergency situations	Conveyed service, for structures that do not have internal kitchens or adequate equipment and for needs of a temporary nature
--	---

Table 2 Type of services offered

3.3.3 DESCRIPTION OF THE TERRITORIAL CONTEXT

The organization is developed throughout the national territory, the workplaces consist mainly of:

- Registered offices and territorial offices related to administrative activity.
- Operating units.

Administrative activities are carried out at the Directives/branches/divisions offices, mostly located within urban areas. The Administrative Offices are located on the national territory and within them are carried out essentially the activities of office and archiving documents.

At the operational level there are different types of structures, associated with contracts in which the organization operates as contracted companies (no direct management of users, authorizations and structures); however, there are certain structures defined as "Full Availability" in which stable operational activities are carried out with full responsibility for management.

A type of strategic unit within the service consists of the central kitchens.

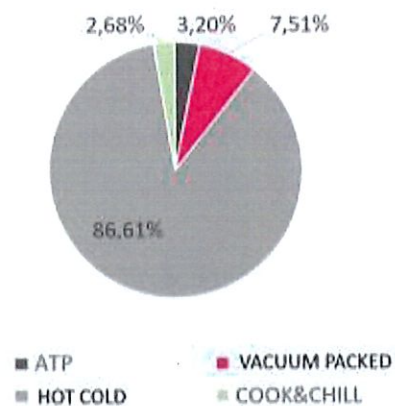
TECHNOLOGIES IN NUMBERS
OUR CENTRAL KITCHENS WORK WITH DIFFERENT TECHNOLOGIES, THE PREVAILING TODAY IS THE WARM COOL, BUT WE EXPECT A VERY DIFFERENT MIX IN A FEW YEARS

THE CENTRAL KITCHENS
20 CENTRAL KITCHENS LOCATED MAINLY IN NORTHERN ITALY

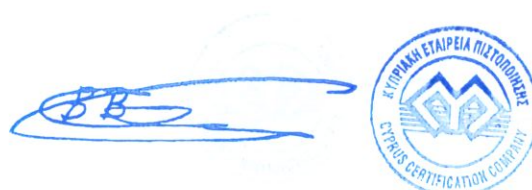


■ GEMEAZ
■ ELIOR

THE PRODUCTION OF CENTRAL KITCHENS
% CALCULATED ON THE TOTAL MEALS PRODUCED AT THE 100 CENTRAL KITCHENS - OCTOBER 2020 / MAY 2021



The distribution of the cooking operations centers on the Italian territory is shown in the following figure.



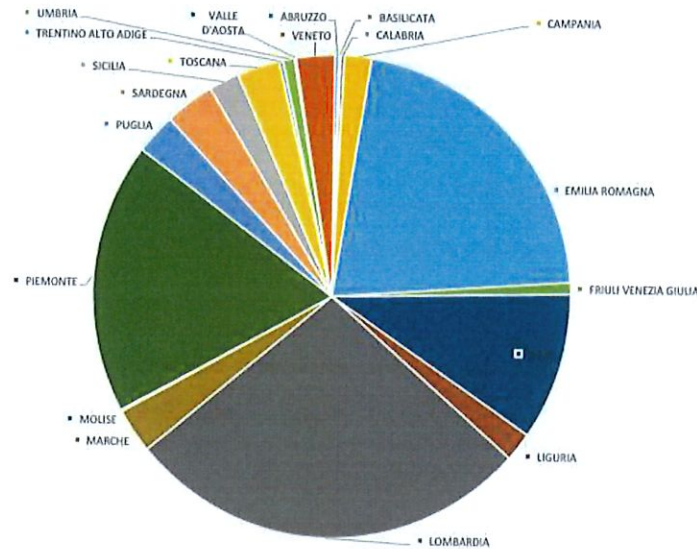


Figure 7 Distribution of Elior Ristorazione spa Cooking Centers 2021 (about 800 units)

3.3.4 CERTIFICATIONS

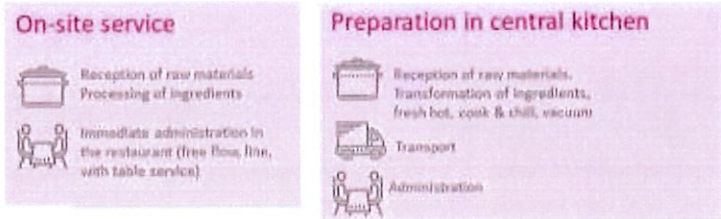
The elements that ELIOR considers essential at the level of company management are represented by Workplace Safety, Food Safety and Hygiene, respect for the environment, as well as the principles of worker protection and social responsibility; for this purpose, the organization has obtained several certifications attributable to:

- ISO 45001:2018 for the Safety and Health of Workers
- HACCP_GMP CODEX GUIDELINE – CAC/RCP-1/1969 – General principles on food hygiene
- ISO 22000:2018 for Food Safety and Hygiene
- ISO 22005:2007 Traceability Management System
- Certificate of suitability for the Reception and Storage of Organic Products
- Certificate of conformity to the technical specifications for the catering service in dietary regimes
- ISO 9001:2015 quality management system
- ISO 14001:2015 of the Environmental Management System
- ISO 50001:2018 - Energy Management System
- SA 8000:2014 - Social Responsibility Management System

3.3.5 SCOPE OF THE EMAS SYSTEM

The key activities of the service concern the design and provision of catering services (collective and / or commercial) within the four sectors of activity indicated in paragraph 2.4.2, both with direct production of meals and with the supply of foodstuffs depending on specific contracts with private companies or contracts with public companies. The provision of the service includes all the following phases: acceptance and storage of raw materials, preparation, production and related cleaning activities, maintenance, sanitization and monitoring of weeds, transport and distribution of foodstuffs and / or finished meals, including special meals.





The sites included in the scope of the EMAS System are as follows:

- Registered office, in via Venezia Giulia 5/A, Milan
- Zola Predosa Cooking Center

PURPOSE OF THE CERTIFICATE

Design and provision of catering services (collective and / or commercial) at hospitals, health, social care, school, university, military, religious institutes, civil, company and on board the train with direct production of meals and / or with the supply of food, both in fresh-hot bond and refrigerated and / or frozen and in modified atmosphere (ATM) / vacuum, for public and private organizations.

4 SUSTAINABILITY STRATEGIES

The Elior Group has aligned itself with the global challenges related to Sustainability by identifying 4 priority areas to work on, initiatives that have been translated into the **POSITIVE FOOTPRINT** Plan.

Elior Group has aligned itself with these global challenges, identifying 4 priority areas to work on. These 4 areas are the basis of Elior's POSITIVE FOOTPRINT Plan. Since 2021 Elior has then joined the CDP for the quantification of impacts and its monitoring over time.

SIGNATORY OF THE GLOBAL COMPACT SINCE 2004 United Nations Programme on Corporate Social Responsibility, based on a set of ten fundamental principles, relating to human rights, labour standards, environmental protection and the fight against corruption.

- GOOD AND HEALTHY**
- CIRCULAR MODEL**
- SUSTENIABLE PRODUCT**
- TAKING CARE OF WORKERS AND COMUNITY**

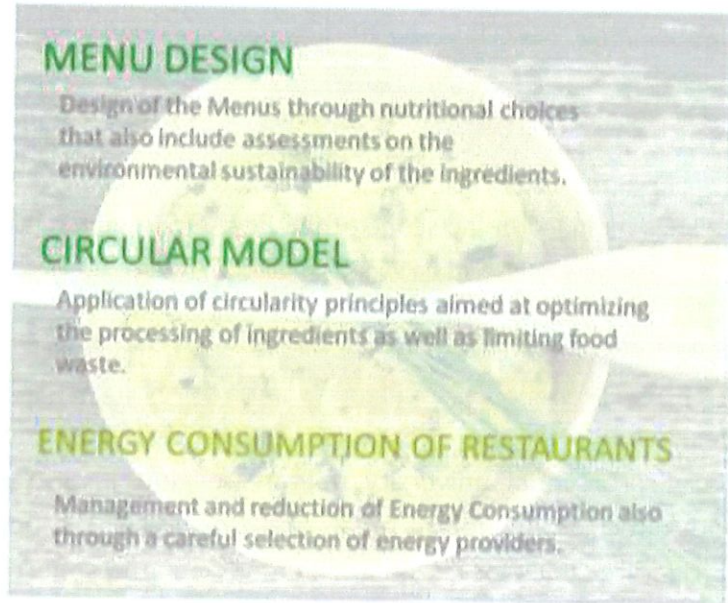


COMMITMENT IN ITALY

The main elements that affect the environmental footprint and that influence the decisions and behaviors of the organization are:

- Design menu
- Circular model
- Energy consumption

In addition to the need to work on issues related to sustainability, the theme of dissemination on sustainability is strong, with particular focus on the agri-food chain.



4.1 ENVIRONMENTAL POLICY

The Group's Environmental Management System is inspired by an integrated policy, which includes the following strategic environmental principles:

- **Quality of the services provided:** provide services designed with a view to sustainability and with a supply chain approach, able to satisfy both customers and end users.
- **Legislative Compliance:** always operate in accordance with the provisions of environmental legislation applicable to The Executive Units and Operating Units.
- **Stakeholder involvement:** involve internal and external stakeholders in the implementation of the environmental management system. Employee involvement and environmental awareness, in particular, are fundamental to the effectiveness of the ESA.
- **Respect for the environment:** to offer its contribution to environmental protection and pollution reduction through its environmental management system as promoted by the policies of the European Community.
- **Continuous improvement:** define improvement plans and objectives to constantly improve environmental performance, increasing awareness among all stakeholders.

The full version of the Environmental Policy is set out in Annex 1 and is available on the ELIOR website (<https://www.elior.it/documenti>).

4.2 THE ELIOR ENVIRONMENTAL MANAGEMENT SYSTEM

To concretely translate the environmental commitment established within the Policy, since 2004 the Group has adopted an Environmental Management System aimed at continuously monitoring and improving its environmental performance, this system, certified in accordance with the requirements of the UNI EN ISO 14001 standard, was updated in 2021 in compliance with the EMAS standard. The main elements of the Environmental Management System are:

- **Environmental Context Analysis:** in-depth assessment of all Elior activities and the context in which they take place; allowing to identify all relevant environmental issues to be addressed,



highlighting the relationship between Elior and its stakeholders, as well as all the risks and opportunities to be managed. In consideration of the business complexity deriving from the number of operating units, mainly non-owned sites, located throughout the country, the peculiarity of certain services and the centrality of management services, the Context Analysis is organized on several levels starting from Group Analysis up to the specific site assessments of the Operating Units.

- **Environmental policy:** public commitment to the continuous improvement of environmental performance, which defines the environmental improvement strategy.
- **EMAS Environmental Statement:** A statement, updated regularly, that provides stakeholders with information and updates on the organization's environmental performance, objectives and results.
- **Procedures, instructions and forms:** set of documents that guide the process of reviewing and continuous improvement of environmental performance.

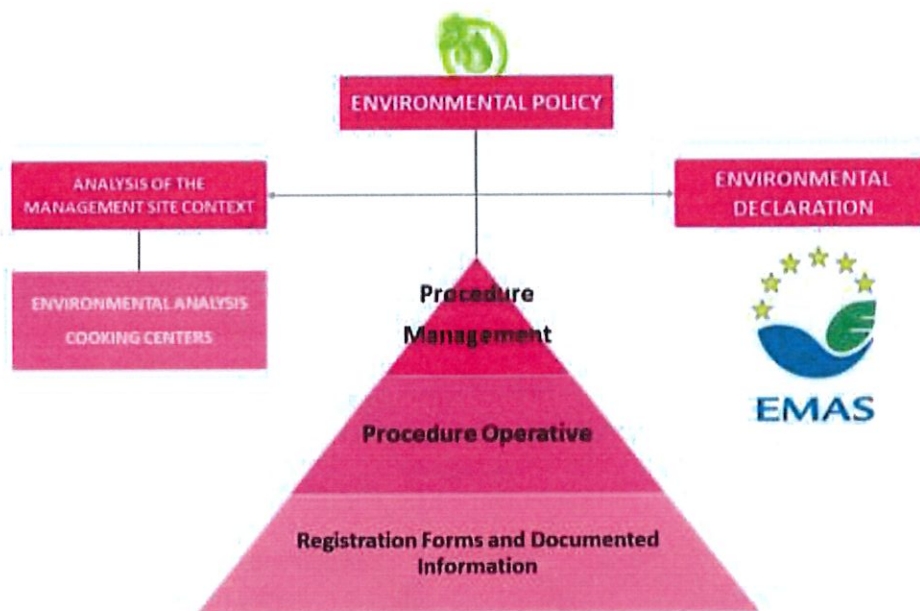


Figure 8 Structure of the Elior Environmental Management System

4.3 MAIN APPLICABLE ENVIRONMENTAL LEGISLATION

The main company functions operating in this field are the Management Representative, who has the function of ensuring resources and means to ensure compliance, the Environmental Management System Manager, and some members of the EMAS Project Team.

With regard to voluntary compliance obligations, their assessment is carried out periodically by examining the needs and expectations of stakeholders.

The main elements relating to the environmental legislation applicable to both the Executive Offices and the Operating Units, and directly related to the main environmental aspects of the organization, refer to:

- Water supply and discharge of civil and/or industrial wastewater.



- Emission control.
- Management and control of energy consumption.
- Energy efficiency (referring to heating and cooling systems).
- Leak control for cooling systems.
- Waste management.
- Fire prevention, related to some technical activities.

The Group's Management System ensures compliance with all EU and Italian environmental laws applicable efficiently; the main environmental legislative elements applicable to the activities developed are set out in Annex II.

The Group has established and maintains a procedure that ensures the identification, updating and management of environmental legislation and obligations; with regard to EMAS registration, Commission Decision (EU) 2016/611 of 15 April 2016 (related to Regulation (EC) No 1221/2009) was examined, as it is applicable to the specific organisational reality, as a reference element on best environmental management practices, sectoral environmental performance indicators and examples of excellence for the tourism sector.

4.4 MAPPING KEY STAKEHOLDERS

The Group periodically develops the analysis of the main stakeholders and their environmentally relevant expectations; the following figure illustrates the general mapping at company level developed by the Environment-EMAS Committee.



Figure 9 MAPPING OF ELIOR stakeholders at enterprise level



5 ENVIRONMENTAL ASPECTS

5.1 THE ANALYSIS OF THE ASPECTS

With the aim of identifying improvement programs and objectives, the Group has evaluated the environmental aspects of its activities by identifying the significant environmental aspects that can generate environmental impacts and must be managed to improve environmental performance. The environmental aspects related to the Group's activities can be classified into two categories:

- **Direct** aspects, associated with directly controlled activities and services.
- **Indirect** aspects, resulting from the interaction of the Organization with third parties and which may be affected to a significant extent.

The assessment of the level of significance of each aspect is carried out according to the criteria shown in the following figure; an environmental aspect is significant if at least one of the identified criteria is met; the assessment criterion shall take into account both normal operating conditions and abnormal conditions and emergency situations.

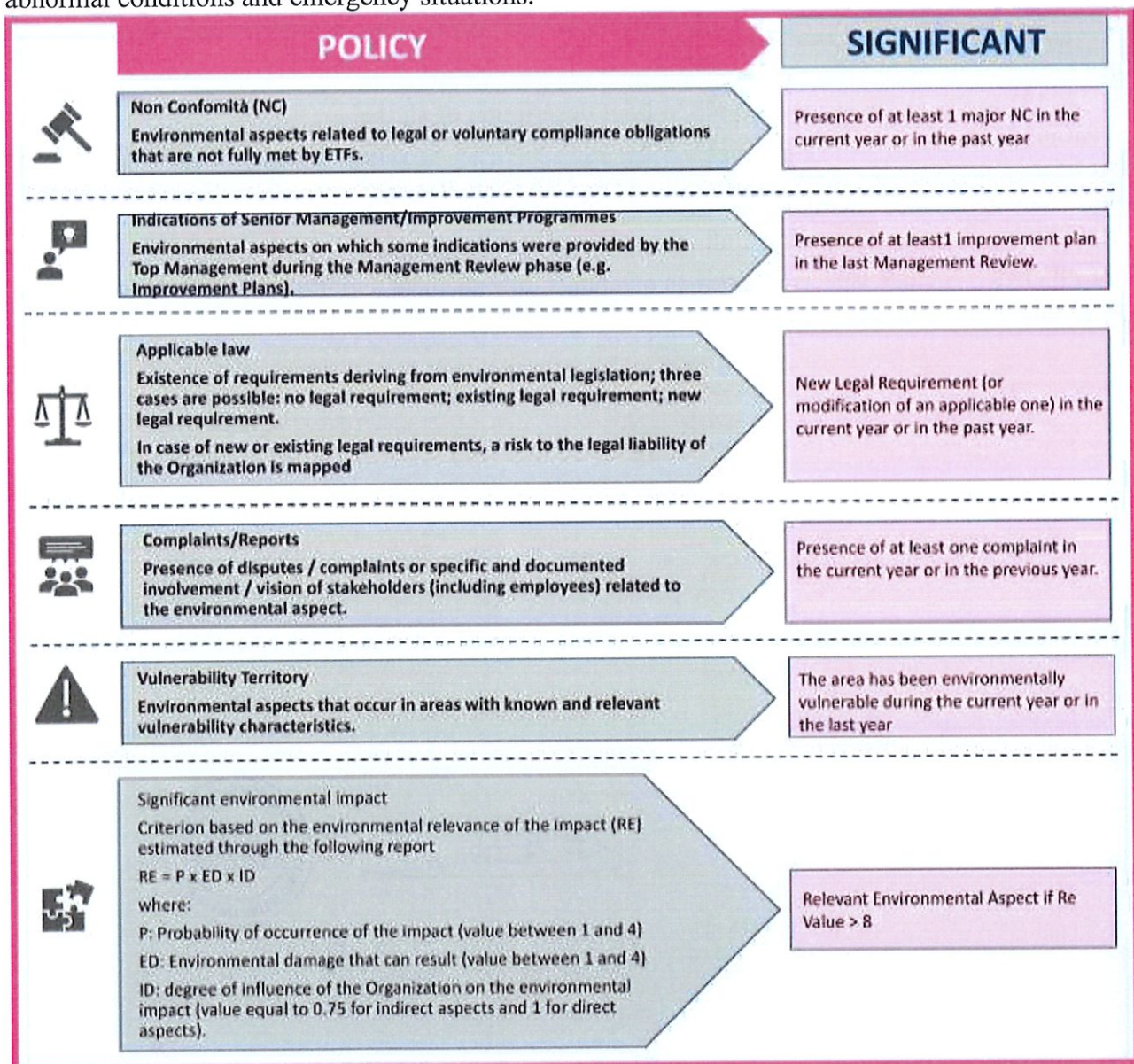


Figure 10 Criteria applied for the assessment of environmental aspects



5.2 THE DEFINITION OF KPIS AND NORMALIZATION FACTORS

As required by EMAS Regulation no. 1221/2009, the Group has defined specific key indicators (KPIs) in order to monitor its environmental performance over time, including the progress made through the adoption of the improvement plans referred to in paragraph 7.8

All KPIs are collected as absolute values and provided both in absolute and normalized value considering the following normalization factors, differentiated by the headquarters and the cooking centers given the different type of activities carried out:

SEAT	NORMALIZATION FACTOR	Units of measurement
MILAN DIRECTIVE HEADQUARTERS	Total employees, considered as Full Time Equivalent – FTE	Number of employees
OPERATING UNITS – COOKING CENTERS	Total meals produced	Number of meals

5.3 ENVIRONMENTAL ASPECTS AND THEIR MONITORING

The results of the assessment of environmental aspects are set out in Annex III. In the following paragraphs, a brief description of all the environmental aspects present in the Elior sites covered by this Declaration is given; if they are significant, they have been indicated with the diversified symbol in case of applicability to the Headquarters or to the Operating Unit of Zola Predosa. Allelegato III

For all environmental aspects mapped as meanings, management actions or specific improvement programmes are in place.



ENVIRONMENTAL ASPECT	ENVIRONMENTAL IMPACT	SEATS DIRECTIONAL SIGNIFICANT ASPECTS	SITES OPERATING SIGNIFICANT ASPECTS
Water consumption	Resource consumption	-	<ul style="list-style-type: none"> Washing food, dishes and equipment in the kitchen
Power consumption	Resource consumption	<ul style="list-style-type: none"> Energy supply Office activities 	<ul style="list-style-type: none"> Energy supply Equipment energy consumption Refrigeration storage of cold rooms
Consumption of material resources	Resource consumption	-	-
Noise emission	Noise pollution	-	-
Odour emission	Air pollution	-	-
Emission into the atmosphere	Air pollution	<ul style="list-style-type: none"> Heating Transfers/displacements 	<ul style="list-style-type: none"> Heating Equipment energy consumption Refrigeration storage of cold rooms
Waste	Resource consumption Pollution only/water	<ul style="list-style-type: none"> Equipment/plant maintenance activities 	<ul style="list-style-type: none"> Food preparation Meal packaging End of life
Water discharges	Water pollution	-	<ul style="list-style-type: none"> Purifier management (where applicable)
Use of hazardous substances	Pollution only/water	-	-
Use of dangerous substances Spillage	Pollution only/water	-	Management of purification plants
Use of greenhouse gas refrigerants	Air pollution	-	<ul style="list-style-type: none"> Refrigerated storage/cold room management

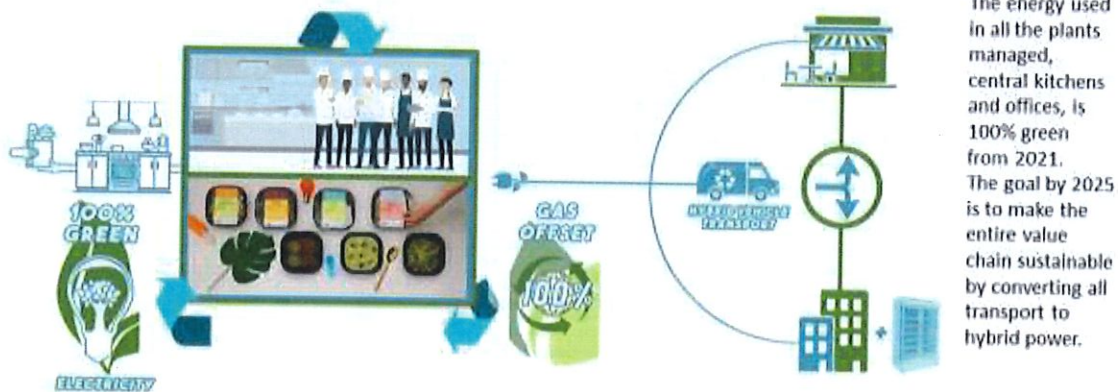




5.3.1 POWER CONSUMPTION



100% GREEN ENERGY OF OUR PLANTS



The consumption of the sites included in the EMAS Declaration is monitored, in order to identify any anomalies, with the involvement of the appropriate company figures and the Group's Energy Manager; the data in question, for certified sites, are managed within the Energy Management System certified UNI CEI EN ISO 50001.

MILAN DIRECTIVE HEADQUARTERS

The activities that contribute most to energy consumption in reference to the Directive Offices are attributable to:

- Lighting of buildings.
- Conditioning of the Premises.
- Heating of the premises.
- Power supply of Electronic equipment.

In particular, the main energy consumption is related to electricity, used in offices and natural gas, used to power the heating units for heating workplaces. *Inside* the Directional site, the canteen / bar services do not include cooking and cooking activities.

OPERATING UNITS – COOKING CENTERS

With reference to the operational activities associated with the processing of foodstuffs for the preparation of meals, the activities that contribute most to the consumption of energy at the Cooking Centers refer to

- Lighting of buildings.
- Refrigeration and storage of foodstuffs.



- Production of Steam and heating of the Premises.
- Power supply of food cooking equipment (consumption of electrical and thermal energy).

	KPI - Reference Indicator	UdM
	Electricity consumption	Kwh
	Renewable energy consumption	Kwh
	Percentage of Electricity from renewable sources	%
	Amount of self-produced renewable electricity	Kwh
	Amount of methane consumed	m ³
	GHG emissions associated with Energy Consumption	g CO _{2eq}



5.3.2 WATER CONSUMPTION



MILAN DIRECTIVE HEADQUARTERS

The water used at the Milan Headquarters comes from a public aqueduct and is mainly used for civil purposes (toilets and cleaning), power supply to the fire-fighting system (at the thermal power plant there is a system of preliminary treatment of water with softening resins and the consumption of water is linked only to the washing phase, so it is negligible.

The contribution to water consumption related to the activity of the bar and canteen service (indirect aspect) is to be considered negligible.

OPERATING UNITS – COOKING CENTERS

The consumption of drinking water at the cooking centers is generally attributable to the municipal aqueducts and is monitored (where possible) through periodic meter readings; in the event that it is possible at the operating sites, high-efficiency dishwashers are used from the point of view of consumption and recycling of washing water.

With reference to the operational activities associated with the processing of foodstuffs for the preparation of meals (cold/hot bond - refrigerated, meals in a controlled atmosphere ATP, vacuum meals), the elements that contribute most to water consumption refer to

- Washing food products.
- Preparation and cooking of food (e.g. boiling water).
- Washing Dishes-Equipment.
- Sanitization and cleaning of the premises.
- Refrigeration and storage of foodstuffs.

	KPI - Reference Indicator	UdM
	Water consumption	Liters o m ³





5.3.3 CONSUMPTION OF MATERIAL RESOURCES

MILAN DIRECTIVE HEADQUARTERS

At the headquarters in Milan, the management and design of services are developed (at the offices are located the offices of the company management functions that operate at a transversal level) and administrative and accounting management of the company.

From the point of view of the consumption of material at the Headquarters, the most relevant elements concern:

- Foodstuffs (no direct preparation required)
- Paper for printing documents (internal and external use).
- Toner and components for printers.

The consumption of materials is reported by the Management Control through records on company management software.

	KPI -Reference Indicator	UdM
	Quantity of foodstuffs purchased	medical history
	Quantity of paper per print purchased	medical history
	Quantity of print toner purchased	medical history
	Quantity of material purchased with environmental criteria – green purchases	medical history

OPERATING UNITS – COOKING CENTERS

The main Raw Materials used at the production facilities consist of:

- food of animal and plant origin as well as auxiliary products for the preparation and processing of foodstuffs at the operating units.
- disposable materials for catering and packaging.
- detergent and sanitizing products for cleaning managed in accordance with the provisions of the relevant technical and safety data sheets; Among the product selection criteria, the Group identifies suppliers capable of ensuring detergents with a lower environmental impact.
- products associated with Food Safety procedures with particular reference to Pest Control activities: disinfectants, insecticides, rodenticides, traps, etc ... (activity managed through specialized suppliers).

	KPI- Reference Indicator	UdM
	Quantity of foodstuffs purchased	medical history
	Quantity of cleaning detergents purchased	medical history
	Quantity of packaging purchased	medical history
	Quantity of material purchased with environmental criteria – green purchases	medical history





5.3.4 EMISSIONS INTO AIR



MILAN DIRECTIVE HEADQUARTERS

Considering that at the Milan Headquarters no production activities are carried out, there are no activities that generate emissions subject to specific authorization; the only emissions into the atmosphere generated are attributable to:

- Thermal systems subjected to Emissions control and possible verification of Energy Efficiency (summer and winter air conditioning) by qualified suppliers.
- Personal mobility through the use of vehicles belonging to the company fleet (e.g. business trips, meetings, events, conferences and other activities).

In relation to the internal mobility of workers for commuting, the Group has appointed its Mobility Manager and the PSCL Home Commuting Plan is being revised.

The environmental indicators related to the main emissions of the Headquarters have been calculated through the SimaPRO professional LCA tool taking into account the following elements:

- Consumption of fuels for the use of company vehicles belonging to the headquarters staff.
- Consumption of fuels for the production of thermal energy.
- Electricity consumption.

OPERATING UNITS – COOKING CENTERS

The emissions produced by catering / canteen activities (in particular kitchen extractor hoods) are among those considered as lowly relevant pursuant to point E of Annex IV part I of Legislative Decree 152/2006 s.m.i.

In addition to these elements subject, however, to periodic maintenance, the other relevant elements in terms of emissions are attributable to:

- Thermal power plants subject to Emission Control and possible verification of Energy Efficiency (for systems used exclusively for the air conditioning of the premises) by qualified suppliers.
- Electric generators (where provided) used in case of emergency and normally managed by third-party suppliers.

Also in this case environmental indicators related to the main emissions of the Operating Units have been calculated through the SimaPRO professional LCA tool taking into account the consumption of fuels for the production of thermal energy and emissions from the production of electricity.

In relation to the conveyance of meals, it should be noted that most of the activities are entrusted to third-party suppliers not under the direct responsibility of ELIOR and do not fall within the reporting scope of this declaration.

	KPI- Reference Indicator	UdM
	Total GHG Emissions	kgCO _{2eq}
	GHG emissions – energy consumption detail	kgCO _{2eq}
	GHG emissions – vehicle fleet detail	kgCO _{2eq}
	Atmospheric emissions - SO ₂	medical history
	Emissions into the atmosphere – NOx	medical history
	Emissions into the atmosphere - PM	medical history





5.3.5 CO2 EMISSIONS REFRIGERANT GASES




MILAN DIRECTIVE HEADQUARTERS

For the purpose of assessing greenhouse gas emissions associated with air conditioning systems at the site, ELIOR keeps up to date a census of equipment containing FGAS subject to periodic checks and inspections by qualified maintenance technicians in accordance with Presidential Decree no. 146/2018. The equivalent CO₂ emissions linked to the losses of the plants have been evaluated on the basis of the conversion factors of the different gases in accordance with Regulation (EU) No. 517/2014.

OPERATING UNITS – COOKING CENTERS

Also in the case of the Operating Units, ELIOR through appointed maintenance technicians periodically checks the leaks of FGAS from the air conditioning and refrigeration equipment (with particular reference to the food storage cells) and calculates the equivalent CO₂ emissions related to the recorded leaks.

	KPI - Reference Indicator	UdM
	Total GHG Emissions	kgCO ₂ eq
GHG emissions – FGAS detail	kgCO ₂ eq	



5.3.6 PRODUCTION AND WASTE MANAGEMENT



MILAN DIRECTIVE HEADQUARTERS

Most of the waste produced at the Headquarters of the Directive is classified as municipal waste and managed according to separate collection procedures (Paper, Plastic, Glass / Metal Packaging, etc ...); special waste is managed in accordance with Legislative Decree 152/06 and subsequent amendments and additions and attributable to:

- Letter.
- Electrical and electronic equipment.
- Furniture and furnishings to be disposed of.
- Exhausted toner.

The Group has defined specific operating procedures for waste management as well as dedicated areas for the temporary storage of waste.



The maintenance of plants, equipment and infrastructures is entrusted to external companies specialized in maintenance services that also deal with the management of waste deriving from specific contractual agreements with ELIOR.

OPERATING UNITS – COOKING CENTERS

PROCESSING WASTE



The raw materials used and processed by nature generate waste (e.g. peel, excess fat, etc.). Processing tends to be optimized to reduce processing waste to 1% in central kitchens. It is essential to monitor the type of waste to optimize incoming raw materials.

FOOD NOT SOLD



Processed but not sold food can be stored and used outlining the example of circular economy; either donated to associations such as Banco Alimentare or used for example for the transformation into food for pets

PLATE WASTE



The food sold and left on the plate turns into real waste. Also in this case it is necessary to analyze the types of waste to optimize the recipes and allow a reduction. Other actions are campaigns to raise awareness of waste.

SUSTAINABILITY INITIATIVES

The monitoring of food waste using artificial intelligence. Inside some of Elior Italia's restaurants, in the kitchen and in the dining room, there are devices for monitoring food waste. Monitoring ensures the implementation of actions that reduce waste.

The ten-year collaboration that allows Elior Italia to recover food surpluses throughout Italy.

Most of the waste produced at the Cooking Centers is municipal waste (paper, cardboard, glass, plastic, metals, organic and undifferentiated fraction) and delivered to the subjects who manage the collection of waste in the reference territory.

Special waste is managed in accordance with Legislative Decree 152/06 and subsequent amendments and additions and mainly attributable to:

- Used vegetable oils.
- Exhausted toner.

The maintenance of plants, equipment and infrastructures is entrusted to external companies specialized in maintenance services that also deal with the management of waste deriving from specific contractual agreements with ELIOR (including water treatment systems).

	KPI - Reference Indicator	UdM
	Special waste produced	medical history
	Hazardous special waste produced	medical history
	Special waste products sent for recovery	%





5.3.7 WATER DRAINS

MILAN DIRECTIVE HEADQUARTERS

At the Headquarters there are no industrial discharges as the only aspects to be managed concern the civil wastewater managed with connection to the sewer network.

OPERATING UNITS – COOKING CENTERS



As for the discharges deriving from the cooking centers, these are mainly attributable to:

- Use of food processing equipment (e.g. food washing stations, kettles, etc.)
- Water from washing machines, dishwashers, etc...
- Waters associated with the cleaning and sanitization of production areas and surfaces.

On the basis of the characteristics of water discharges, the applicable legislation of municipal, provincial and regional regulations and laws, the Group shall request, where applicable, the relative authorizations and if required to carry out periodic self-checks.

At the operational site level, the significance of the impact is linked to the regional territorial sensitivity in which some operational sites are located.

	KPI - Reference Indicator	UdM
	Volumes Industrial Discharges Operating Units	liters o m ³

Depending on the types of operating units and the self-checks required, certain indicators (UdM mg/meal) may be used, such as:

- Exhausts COD Operating Units (where required periodic self-control of discharges).
- BOD Exhaust Operating Units (where required periodic self-control of the exhausts).
- Total surfactants.
- Animal and vegetable fats and oils.
- Chlorides.



5.3.8 USE OF HAZARDOUS SUBSTANCES

MILAN DIRECTIVE HEADQUARTERS

The activity carried out at the headquarters is mainly related to the management of the offices, therefore, the organization is not exposed to a significant risk associated with the use of hazardous chemicals; the main hazardous substances used in the are:

- Toner for printers used for the preparation of communication materials and documents.
- Auxiliary materials for plant maintenance (only for small mechanical operations), such as lubricating oil, managed by the maintenance service company.



- Materials for cleaning offices and common areas managed by a third-party supplier.

The Group has defined specific procedures for the management of hazardous substances in order to clearly and unequivocally identify roles, responsibilities and actions for their management.

OPERATING UNITS – COOKING CENTERS

The main aspect related to the Operating Units is represented by the presence and correct management of cleaning products developed by third-party service companies; the organization has adopted the most suitable storage methods for each of the aforementioned substances, in order to ensure proper management and avoid any spills (e.g. use of security lockers and containment basins, restricted access areas); all safety data sheets are made available (even in the case of use by external suppliers), in compliance with EC Regulation 1272/2008 in the places of storage of dangerous products in order to facilitate traceability in case of need and / or emergency (e.g. accidental spills).

None of the ELIOR sites subject to EMAS registration contains asbestos-containing material in a compact/crumblly matrix or equipment containing PCBs/PCTs.



5.3.9 NOISE – ACOUSTIC IMPACT

For the operational sites included in this EMAS Declaration (Zola Predosa Operating Unit), the specific assessments developed in accordance with Framework Law no. 447/1995 have been carried out.

The data of the aforementioned evaluations confirm the absence of noise sources that have a significant noise impact on the environment and consequently the compliance with the municipal acoustic zoning.



5.3.10 LAND USE AND IMPACT ON BIODIVERSITY

The Group analyzes the characteristics of the sites in order to define the details on all the surfaces used; no changes to this indicator are expected unless major changes are made to the locations. The sites covered by this Declaration are not included in Special Protection Areas (SPAs), Special Conservation Areas (SPAs), Sites of Community Importance (SCIs) or Sites of Regional Importance (SIR).

Datum Indicator	UdM
Total land use	m ²
Waterproofed area	m ²
Green area (natural soil) on site	m ²
Green area (natural soil) off site	m ²

5.4 ENVIRONMENTAL ASPECTS GENERATED IN EMERGENCY SITUATIONS

On the basis of potential anomalous or emergency situations, the Group assesses environmental aspects and impacts and determines the related control actions.



The management of potential emergency situations and related environmental aspects is guaranteed by an emergency plan and operational control procedures provided for by the integrated management system.

POTENTIAL ABNORMAL OR EMERGENCY SITUATIONS	ENVIRONMENTAL ASPECT	CONTROL, SURVEILLANCE AND/OR MONITORING PROCEDURES	Seat	Zola Predosa website
<i>Fire emergency</i>	Emission into the Atmosphere	Periodic check on fire-fighting equipment carried out by a qualified supplier. Application of the emergency plan based on the fire risk assessment; emergency team training and periodic emergency simulations.	✓	✓
<i>Spillage of dangerous substances</i>	Uncontrolled discharge into Water or Soil	Application of storage methods to ensure the proper management of hazardous substances and possible spills.	✓	✓
<i>Plant/equipment malfunction</i>	Emissions into the atmosphere	Plant maintenance and periodic control (by a qualified supplier) of accidental spills from refrigeration and air conditioning systems containing Greenhouse Gases where applicable.	✓	✓
<i>Malfunction of Water Purification Plants</i>	Uncontrolled discharge into Water or Soil	Periodic maintenance (by a qualified supplier) of purification plants.		✓
<i>Gas and water leaks</i>	Resource consumption	Periodic maintenance		✓
<i>Uncontrolled dispersion Of Waste</i>	Dispersion of waste in the soil	Application of storage methods to ensure proper waste management. Application of Waste Management Procedures and Staff Training	✓	✓

Table 3 Environmental aspects related to abnormal or emergency situations



6 HEADQUARTERS AND REFERENCE KPIS



ADDRESS: Via Venezia Giulia 5/a - 20157 Milan



general features	Headquarters via Venezia Giulia 5/A
Title of use of the property	Rent
Area used	2526,89 m ²
Number of employees	132 Elior+38 Gemeaz

The Headquarters is located in the north-west of Milan, on the border with the Municipality of Rho and about 5 km from the Fiera Milano-Rho area. The structure is located within a neighborhood, Zona Stephenson, which has been the subject of many works for the improvement of the viability and the construction / renovation of many pre-existing structures, in order to become an area of executive offices, hotels and various services.

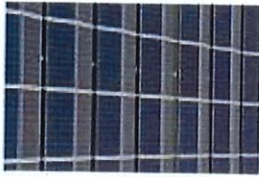
Within the Milan Management Offices, office activities related to the coordination and management of the operational services of the Elior Group are carried out; inside the office buildings there are also a garage, the technical rooms, where the boilers and the air conditioning and air conditioning systems are located, toilets for the staff; local canteen employees and storage warehouse for the material used in the offices.

Note: being the sole registered office for the companies Elior and Gemeaz, and carrying out in the same transversal activity for the two companies, the reporting of the indicators will be normalized to the number of total employees, in the event that specific data of the two companies are not available.



MILAN OFFICES

ENERGY 100% GREEN



All the electrical consumption of the headquarters is supported by 100% green energy

0 PLASTIC BOTTLES



Elior Italia is committed to the fight against plastic. From 2020, plastic bottles have been replaced with ECO bottles and dispensers that avoid the use of plastic as well as monitoring the correct daily consumption of water

WASTE ISLAND



Elior Italia is active in waste management, in addition to organic recovery. In every business plan and in the catering premises, there are islands that allow separate collection.

At the authorization level, the site is related to:

- Fire prevention certificate ref. n°319602 of the Provincial Command of the Fire Brigade of Milan (activities 74 3 C and 75 2 B) last renewal 14/06/2019.

Below are the performance indicators related to the environmental aspects of the Milan Headquarters; the data reported are updated to 30/06/2021.

NORMALIZATION FACTOR		Units of measurement	2018	2019	2020	1 without 2021
	Total employees (Full Time Equivalent – FTE)	Number of employees	132	135	122	118



HEADQUARTERS - ABSOLUTE KPIS

ENVIRONMENTAL ASPECT	KPI	Source	Units of measurement	2018	2019	2020	I without 2021
Energy Consumption	Electricity consumption	Energy Manager Reporting – Technical Management	Kwh	323.554	312.598	247.084	123.492
	Consumption of electricity from renewable sources	Energy Manager Reporting – Technical Management	Kwh	0	0	0	123.492
	Consumption of electricity from renewable sources	Energy Manager Reporting – Technical Management	%	0%	0%	0%	100%
	Self-produced electricity	Energy Manager Reporting – Technical Management	Kwh	0	0	0	0
	Methane consumption	Energy Manager Reporting – Technical Management	m ³	23.081	22.224	30.511	19.254
Water Consumption	Water Consumption - Aqueduct	Management Control	m ³	2.022	2.086	974	307
Greenhouse gas (GHG) emissions	GHG Emissions - Total	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	298	287	426	145
	GHG emissions - FGAS detail	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	0	0	0	0
	GHG emissions - detail energy consumption	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	298	287	259	48
	GHG emissions - vehicle fleet detail	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	n.a.	n.a.	167	97
Emissions into the atmosphere	NOx emissions	LCA Methodology Calculation – SIMAPRO Software	NOx tone	1,25	1,21	1,70	0,95
	SO ₂ emissions	LCA Methodology Calculation – SIMAPRO Software	ton SO ₂	1,33	1,28	1,89	1,16
	PM Emissions	LCA Methodology Calculation – SIMAPRO Software	ton PM	0,50	0,48	0,74	0,45
Special Waste Production	Special waste produced	Waste Registrations (Forms) HSE Central Function	medical history	25.087	17.666	4.992	1.321
	Hazardous special waste produced	Waste Registrations (Forms) HSE Central Function	medical history	171	203	0	0
	Special Waste sent for recovery	Waste Registrations (Forms) HSE Central Function	%	100	100	100	100
Biodiversity	Total Area	Central HSE Recordings	m ²	2.527	2.527	2.527	2.527
	Waterproofed area	Central HSE Recordings	m ²	671	671	671	671
	Green areas (Natural terrain) - on site	Central HSE Recordings	m ²	0	0	0	0
	Green areas (Natural soil) - offsite	Central HSE Recordings	m ²	0	0	0	0
Material Consumption	Purchased printing paper	Purchasing Department Registrations	medical history	4.525	2.414	172	115
	Purchased printing paper - Environmental criteria	Purchasing Department Registrations	%	0	0	0	0
	Purchased print toner	Purchasing Department Registrations	medical history	n.a.	103	37	16



HEADQUARTERS - RELATIVE KPIS

ENVIRONMENTAL ASPECT	KPI	Source	Units of measurement	2018	2019	2020	1 without 2021
Energy Consumption	Electricity Consumption - TOTAL	Energy Manager Reporting – Technical Management	kWh/ employee	2,449	2,318	2,024	1,046
	Consumption of electricity from renewable sources	Energy Manager Reporting – Technical Management	kWh/ employee	0	0	0	1,046
	Consumption of electricity from renewable sources SELF-PRODUCED	Energy Manager Reporting – Technical Management	kWh/ employee	0	0	0	0
	Methane consumption	Energy Manager Reporting – Technical Management	m ³ / employee	175	165	250	163
Water Consumption	Water Consumption - Aqueduct	Management Control	liters/employee	15,31	15,47	7,98	2,60
Greenhouse gas (GHG) emissions	GHG Emissions - Total	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq} / employee	2,25	2,13	3,49	1,23
	GHG emissions - FGAS detail	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq} / employee	0,00	0,00	0,00	0,00
	GHG emissions - detail energy consumption	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq} / employee	2,25	2,13	2,12	0,40
	GHG emissions - vehicle fleet detail	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq} / employee	n.a.	n.a.	1,37	0,82
Emissions into the atmosphere	NOx emissions	LCA Methodology Calculation – SIMAPRO Software	NOx ton /dependent	0,01	0,01	0,01	0,01
	SO ₂ emissions	LCA Methodology Calculation – SIMAPRO Software	ton SO ₂ /employee	0,01	0,01	0,02	0,01
	PM Emissions	LCA Methodology Calculation – SIMAPRO Software	ton PM /employee	0,00	0,00	0,01	0,00
Special Waste Production	Special waste produced	Waste Registrations (Forms) HSE Central Function	kg/ employee	190	131	41	11
	Hazardous special waste produced	Waste Registrations (Forms) HSE Central Function	kg/ employee	1	2	0	0
Biodiversity	Total Area	Central HSE Recordings	m ² / employee	15	15	17	17
	Waterproofed area	Central HSE Recordings	m ² / employee	4	4	4	5
	Green areas (Natural terrain) - on site	Central HSE Recordings	m ² / employee	0	0	0	0
	Green areas (Natural soil) - offsite	Central HSE Recordings	m ² / employee	0	0	0	0
Material Consumption	Purchased printing paper	Purchasing Department Registrations	kg/employee	34,3	17,9	1,4	1,0
	Purchased print toner	Purchasing Department Registrations	kg/employee	n.a.	0,767	0,301	0,138



7 ZOLA PREDOSA OPERATING UNIT AND REFERENCE KPIS



ADDRESS: Via J.F. Kennedy, 11 – Zola Predosa (BO)



The cooking center is located within the industrial area of Zola Predosa (BO) about 4 km from the city center (mainly industrial areas), and was built in 2015 following a renovation carried out by Elior Ristorazione, total area occupied 7,755 m².

The activity that takes place within the "Centralized Kitchen in Via Kennedy" operating unit consists of a collective catering service with the production, packaging and transport of meals for all the sectors to which the Group's activities are addressed: school meals, companies, health sector and armed forces (production of about 15,000 meals / day)

The activity involves the production and conveyance of meals in a controlled ATP or vacuum atmosphere, meals in hot fresh bond (for schools, social and health facilities, companies, etc.) and in refrigerated bond (generally private companies), both in multi-portion or single-portion mode according to the needs and contractual requests of end users.

The production unit consists of a building on one floor that borders to the east with a building that is spread over two floors above ground and a basement; the layout of the premises respects the flow of the "forward march", all the rooms are equipped with the necessary equipment to carry out the service of preparation and cooking of meals; the meals are packaged in hot and / or refrigerated fresh bond are stowed in thermal containers and subsequently conveyed with suitable vehicles by qualified third parties. The main technical systems associated with the cooking center are: water purification plant, trigeneration plant (managed directly by an external supplier), cold rooms and air conditioning systems and two boilers.

At the authorization level, the site is related to:

- AUA (water discharges) released by ARPAE Determina n°DET-AMB-2016-1328.
- Fire prevention certificate ref. N° 65089 issued by the Provincial Command of the Fire Brigade of Bologna last renewal 8/06/2021.



Below are the performance indicators related to the environmental aspects of the ELIOR Operational Headquarters in Zola Predosa; the reported data are updated to 30/06/2021

NORMALIZATION FACTOR AND NUMBER OF EMPLOYEES		Units of measurement	2018	2019	2020	1 without 2021
	Total meals produced	Number of meals	1.436.477	1.111.244	928.001	787.981
	Total employees	Number of employees	48	38	36	34

OPERATING UNIT - ABSOLUTE KPIs

ENVIRONMENTAL ASPECT	KPI	Source	Units of measurement	2018	2019	2020	1 without 2021
Energy Consumption	Electricity Consumption - TOTAL	Energy Manager Reporting – Technical Site Management	Kwh	1.173.173	1.231.325	1.296.338	662.945
	Consumption of electricity from renewable sources	Energy Manager Reporting – Technical Site Management	Kwh	0	0	0	468.904
	Consumption of electricity from renewable sources	Energy Manager Reporting – Technical Site Management	%	0	0	0	71
	Consumption of electricity from renewable sources SELF-PRODUCED	Energy Manager Reporting – Technical Site Management	Kwh	0	0	0	0
	Methane consumption	Energy Manager Reporting – Technical Site Management	m ³	312.320	291.655	292.203	144.179
Water Consumption	Water Consumption - Aqueduct	Management Control	m ³	31.365	9.142	13.621	6.373
Greenhouse gas (GHG) emissions	GHG Emissions - Total	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	1.620	1.811	2.021	1.070
	GHG emissions - FGAS detail	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	0	210	383	589
	GHG emissions - detail energy consumption	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	1.594	1.573	1.630	476
	GHG emissions - vehicle fleet detail	LCA Methodology Calculation – SIMAPRO Software	Ton CO _{2eq}	26	28	9	5
Emissions into the atmosphere	NOx emissions	LCA Methodology Calculation – SIMAPRO Software	NOx tone	18,79	18,98	18,50	8,53
	SO ₂ emissions	LCA Methodology Calculation – SIMAPRO Software	ton SO ₂	18,62	17,77	17,65	8,57
	PM Emissions	LCA Methodology Calculation – SIMAPRO Software	ton PM	7,30	7,06	6,97	3,37
Special Waste Production	Special waste produced	Waste Registrations (Forms) HSE Central Function	medical history	33.300	30.970	22.980	19.880
	Hazardous special waste produced	Waste Registrations (Forms) HSE Central Function	medical history	0	0	0	0
	Special Waste sent for recovery	Waste Registrations (Forms) HSE Central Function	%	100%	100%	100%	100%
Biodiversity	Total Area	Central HSE Recordings	m ²	7.755	7.755	7.755	7.755
	Waterproofed area	Central HSE Recordings	m ²	6.210	6.210	6.210	6.210
	Green areas (Natural terrain) - on site	Central HSE Recordings	m ²	1.545	1.545	1.545	1.545
	Green areas (Natural soil) - offsite	Central HSE Recordings	m ²	0	0	0	0
Material Consumption	Foodstuffs purchased	Purchasing Department Registrations	medical history	1.366.523	1.124.097	1.060.196	612.755
	Purchased foodstuffs - Environmental Criteria	Purchasing Department Registrations	%	4,5%	4,8%	2,7%	3,8%
	Purchased cleaning detergents	Purchasing Department Registrations	medical history	12.660	12.086	42.321	21.981



Purchased cleaning detergents - Environmental Criteria	Purchasing Department Registrations	%	26%	32%	3%	0%
Purchased packaging	Purchasing Department Registrations	medical history	52.662	46.586	23.188	18.268
Purchased Packaging - Environmental Criteria	Purchasing Department Registrations	%	3%	1%	2%	9%

OPERATING UNIT - RELATIVE KPIS

ENVIRONMENTAL ASPECT	KPI	Source	Units of measurement	2018	2019	2020	1 without 2021
Energy Consumption	Electricity Consumption - TOTAL	Energy Manager Reporting – Technical Site Management	kWh/ grass	0,817	1,108	1,397	0,841
	Consumption of electricity from renewable sources	Energy Manager Reporting – Technical Site Management	kWh/ grass	0,000	0,000	0,000	0,595
	Consumption of electricity from renewable sources SELF-PRODUCED	Energy Manager Reporting – Technical Site Management	kWh/ grass	0,000	0,000	0,000	0,000
	Methane consumption	Energy Manager Reporting – Technical Site Management	m ³ / meal	0,217	0,262	0,315	0,183
Water Consumption	Water Consumption - Aqueduct	Management Control	litres/meal	21,8	8,2	14,7	8,1
Greenhouse gas (GHG) emissions	GHG Emissions - Total	LCA Methodology Calculation – SIMAPRO Software	kg CO _{2eq} /pasto	1,13	1,63	2,18	1,36
	GHG emissions - FGAS detail	LCA Methodology Calculation – SIMAPRO Software	kg CO _{2eq} /pasto	0,00	0,19	0,41	0,75
	GHG emissions - detail energy consumption	LCA Methodology Calculation – SIMAPRO Software	kg CO _{2eq} /pasto	1,11	1,42	1,76	0,60
	GHG emissions - vehicle fleet detail	LCA Methodology Calculation – SIMAPRO Software	kg CO _{2eq} /pasto	0,02	0,02	0,01	0,01
Emissions into the atmosphere	NOx emissions	LCA Methodology Calculation – SIMAPRO Software	kg NOx / grass	0,01	0,02	0,02	0,01
	SO ₂ emissions	LCA Methodology Calculation – SIMAPRO Software	kg SO ₂ /grass	0,01	0,02	0,02	0,01
	PM Emissions	LCA Methodology Calculation – SIMAPRO Software	kg PM /pasto	0,01	0,01	0,01	0,00
Special Waste Production	Special waste produced	Waste Registrations (Forms) HSE Central Function	kg/grass	0,023	0,028	0,025	0,025
	Hazardous special waste produced	Waste Registrations (Forms) HSE Central Function	kg/grass	0	0	0	0
Biodiversity	Total Area	Central HSE Recordings	m ² / meal	0,005	0,007	0,008	0,010
	Waterproofed area	Central HSE Recordings	m ² / meal	0,004	0,006	0,007	0,008
	Green areas (Natural terrain) - on site	Central HSE Recordings	m ² / meal	0,001	0,001	0,002	0,002
	Green areas (Natural soil) - offsite	Central HSE Recordings	m ² / meal	0,000	0,000	0,000	0,000
Material Consumption	Foodstuffs purchased	Purchasing Department Registrations	kg/grass	0,951	1,012	1,142	0,778
	Purchased cleaning detergents	Purchasing Department Registrations	kg/grass	0,009	0,011	0,046	0,028
	Purchased packaging	Purchasing department and IT registrations	kg/grass	0,037	0,042	0,025	0,023



8 IMPROVEMENT PROGRAMS

The Top Management is responsible for defining the environmental objectives, the related improvement programs and periodically monitoring their implementation; the objectives are based on:

- Environmental policy.
- Significant environmental aspects and related obligations, risks and opportunities.
- Evaluation of aspects relevant to stakeholders.
- Consultation of ELIOR personnel.

Environmental objectives and improvement programs are defined by the EMAS Project Team, approved by the Management and shared within the entire Organization; all programmes have a common initial phase related to raising awareness and involving staff on specific issues.

8.1 ENERGY REDUCTION (IP-01)

ENVIRONMENTAL OBJECTIVE	Reducing the contribution to global warming Reduction of the consumption of natural resources
--------------------------------	--

The Group has designed an environmental improvement program that focuses on reducing energy use; the main objectives related to this improvement program are:

- Increase the awareness of ELIOR employees regarding energy consumption, promotion of habits / behaviors that lead to the reduction of energy consumption.
- Improve the monitoring and control of energy consumption also through the application of the Energica ISO 50001 Management System.
- Development of interventions to reduce energy consumption in reference to the Headquarters and the Operating Sites.

INCREASED AWARENESS					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
MILAN HEADQUARTERS AND OPERATING UNITS	Development of internal awareness campaign on good behavioural practices for better energy management	Marketing and Communications, CSR	2021	Planned	
	Sharing of selected consumption indicators and improvement objectives with the staff of certified sites	EMAS Project Team	2021	Planned	
	Implementation and improvement USE measurement and monitoring	HSE /Operation/Energy manager	2022	Planned	
	Integration of Energy Data into Business Planning Tools	HSE /Operation/Energy manager	2023	Planned	



IMPROVEMENT OF ENERGY MANAGEMENT					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
MILAN HEADQUARTERS	Electricity supply from Renewable Sources	DAC	2020- 2021	In progress	
	Purchase of Carbon Credit in relation to natural gas supplies in all sites where the user is registered to the Elior group	DAC	2021	In progress	
	Installation of a new thermal power plant and efficiency Heating Office Building Milan	Stable Property/ Technical Direction	2022	In progress	
Zola Predosa Operating Unit	Modernization of Cooking Center Equipment from the energy point of view (Multifunctional Kitchen Unit, Brasiere)	Technical Site Management	2023	Planned	

REFERENCE SITE	KPI	TARGET
MILAN HEADQUARTERS	Consumption of Thermal Energy Methane consumed (m ³ / employee)	-2%
Zola Predosa Operating Unit	Electricity consumption (kWh/meal)	-2%

8.2 REDUCTION OF GREENHOUSE GAS EMISSIONS (IP-O2)

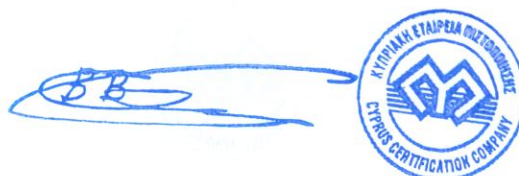
ENVIRONMENTAL OBJECTIVE

Reducing the contribution to global warming

In this case, the specific program is aimed at the development of interventions to reduce Greenhouse Gas Emissions at the Headquarters and the Operating Units included in the EMAS Registration with particular reference to:

- Development of interventions to reduce thermal energy consumption in reference to the Headquarters
- Promotion of efficiency measures Employee Mobility at the Headquarters
- Reduction of risks of leakage of Greenhouse Gases from the cooling and conditioning systems of the Operating Units.

INCREASED AWARENESS					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
MILAN HEADQUARTERS AND UNIT	Sharing of selected consumption indicators and improvement objectives with the staff of certified sites	EMAS Project Team	2021	Planned	



REDUCTION OF EMISSIONS AND GREENHOUSE GASES					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
MILAN HEADQUARTERS	Supply of Electricity from Renewable Sources in all the sites where the user is registered to the Elior group	DAC	2021	Completed	
	Purchase of Carbon Credit in relation to natural gas supplies in all sites where the user is registered to the Elior group	DAC	2021	Completed	
	Installation of a new thermal power plant and efficiency Heating Office Building Milan	Stable Property Technical Direction	2021	In progress	
	Revision of the Home-Work Travel Plan and promotion of actions to reduce CO ₂ emissions Mobility	Mobility Manager HSE function	2023	Planned	
	Sustainable Corporate Car Policy Development	Supply chain	2021	In progress	
	Replacement of company vehicles	Supply chain	2024	In progress	
Zola Predosa Operating Unit	Technical and economic feasibility study for Reduction of Potential Leaks F-Gas Cooling System with application of Nitrogen abatement technology.	Technical Site Management	2022	Planned	Estimated F-gas quota eliminated 106kg of R404

Note: At the moment it is not possible to estimate the objective KPIs, they will be defined following the results of the feasibility study phase.

8.3 REDUCED WATER CONSUMPTION (IP-O3)

ENVIRONMENTAL OBJECTIVE	<i>Reduction of the consumption of natural resources</i>
-------------------------	--

Considering the relevance of the issue related to water consumption in the Operating Units, the Group has defined a specific improvement program are:

- Increase employee awareness of water resources, promote habits/behaviors that lead to a reduction in water consumption
- Improve the monitoring of water consumption in order to identify and manage any leaks
- Promote and develop interventions to reduce energy consumption at the Headquarters and the Operating Units included in the EMAS Registration.



INCREASED AWARENESS					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
MILAN HEADQUARTERS AND UNIT	Development of internal awareness campaign on good behavioural practices for the best management of water	Marketing and Communications, CSR	2021	Planned	
	Sharing of selected consumption indicators and improvement objectives with the staff of certified sites	EMAS Project Team	2021	Planned	

IMPROVING WATER MANAGEMENT					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
Zola Predosa Operating Unit	Analysis and census of pipe leaks under-track	Technical Site Management	2022	Planned	

Note: At the moment it is not possible to estimate the objective KPIs, they will be defined following the results of the analysis and census phase.

8.4 REDUCTION OF WASTE PRODUCTION (IP-O4)

ENVIRONMENTAL OBJECTIVE

Reduction of the consumption of natural resources

Considering the importance of the issue related to the reduction of waste and recovery of food surpluses, the Group has defined a specific improvement program aimed at:

- Increase employee awareness of waste reduction.
- Recovery of food surpluses and minimization of waste.

INCREASED AWARENESS					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
MILAN HEADQUARTERS AND UNIT	Development of internal awareness campaign on good behavioural practices for better waste management	Marketing and Communications, CSR	2021	Planned	
	Sharing of selected consumption indicators and improvement objectives with the staff of certified sites	Marketing and Communications, CSR	2021	Planned	



IMPROVED RIFIUTI Management					
REFERENCE SITE	ACTION	RESPONSIBILITY	TIMING	PROGRESS STATUS	NOTE
MILAN HEADQUARTERS	go live ecodrunk: implementation of use of ECO bottles for the elimination of plastic bottles	Marketing and Communications, CSR/Operation	2020- 2021	finished	
	go live: began copy control aimed at reducing the consumption of paper for printing	Information technology	2021	finished	
	Server consolidation in the Group datacenter. Reduction in the number of local servers by 90%.	Information technology	2021	In progress	
Operating Unit Zola Predosa	Food waste monitoring and reduction initiatives (e.g. Winnow)	Marketing and Communications, CSR/Operation	2021-2022	Planned	
	Initiatives to recover food surpluses	Marketing and Communications, CSR/Operation	2021-2022	Planned	

REFERENCE SITE	KPI	TARGET
MILAN HEADQUARTERS	Amount of paper used for printing Note: baseline data referring to pre-project year not affected by COVID emergency	-30%*
Zola Predosa Operating Unit	Reduction of CO ₂ emissions from the fraction of organic waste (Food Waste)	-6%

*Note: baseline data referring to pre-project year not affected by COVID emergency



9 EMAS DECLARATION MANAGEMENT

This EMAS statement:

- It was drafted in compliance with EC Regulation no. 1221/2009 and EC Regulation no. 2026/2018.
- It represents the first EMAS Declaration of ELIOR, reporting the updated situation to 30/07/2021 unless otherwise specified.

ELIOR is committed to:

- Update this document at least once a year, subjecting all integrals to third-party verification.
- share this document with all external stakeholders, via the ELIOR website or in paper form, if necessary.
- share this document with internal stakeholders, through the internal network or the screens available in the Headquarters.
- progressively expand the certification of the EMAS Regulation to additional operational sites.

For information on the EMAS Declaration



Organizational Reference for the EMAS Declaration

Veruska D'ANDREA
HEAD OF THE PREVENTION AND PROTECTION SERVICE
AND RESPONSIBLE FOR THE EMAS SYSTEM

Telephone. 0239039585
e-mail: veruska.dandrea@elior.it
Codice BORN: 56.29.10
Website: www.elior.it

Name of Environmental Verifier = Cyprus Certification Company

Contact Details = 30 Anaxagoras Street, 4th Floor

2014 Strovolos, Nicosia, Cyprus

P.O Box 16197, Nicosia Cyprus

Tel: + 357 22 411435

Fax: + 357 22 519115

Email: info@cycert.org.cy

Accredited By = Hellenic Accreditation (ESYD)

Accreditation Certificate = EL-V-009 (No 549)

Accreditation Scope = As per Annex E2 of Accreditation Certificate



10 EMAS REGISTRATION

<p>Validity and Validation of the Environmental Declaration</p> <p>The Accredited Environmental Verifier has verified and validated this Environmental Statement in accordance with the EMAS Regulation as attested by the stamp in the box on the right.</p>	
---	--



11 ANNEX I ENVIRONMENTAL POLICY



POLITICA DELLA QUALITÀ, DELL'AMBIENTE, DELL'ENERGIA, DELLA SICUREZZA E DELLA SICUREZZA ALIMENTARE

16 AGOSTO 2021

Nel quadro di più vasti accordi internazionali, destinati a far fronte alla globalizzazione dei clienti, nel corso del 1999 il gruppo francese Elior, terzo operatore europeo nel settore della ristorazione collettiva, entra nel capitale azionario di Ristocheff, ne diventa il socio maggioritario nel 2000, ed il solo proprietario nel corso del 2003. Per realizzare, sempre meglio, gli obiettivi aziendali, considerato lo stadio di sviluppo e di crescita raggiunto dalle due attività di Ristocheff (ristorazione collettiva e buoni pasto), viene deciso di separarle concentrandole in società autonome. Le attività di gestione di buoni pasto rimangono in Ristocheff S.p.A., mentre la riorganizzazione sostanziale è stata attuata attraverso la concentrazione delle attività di ristorazione collettiva in una società autonoma, che, a conferma del sempre maggior impegno del Gruppo Elior nel mercato italiano, assume il marchio internazionale del gruppo stesso per la ristorazione collettiva.

Nasce così, il 1 aprile 2004, Avenance Italia S.p.A. Il 1 aprile 2012 Avenance Italia S.p.A. cambia denominazione sociale in Elior Ristorazione S.p.A.

A giugno 2012, entra a far parte della famiglia Elior in Italia la Società Gemeaz che, con i suoi 60 anni di esperienza, apporta al gruppo professionalità e competenze, soprattutto nella capacità gestionale dei centri cottura su tutto il territorio italiano. Oltre alle attività di progettazione ed erogazione dei servizi di ristorazione, Gemeaz eroga anche servizi per gli Asili Nido.

Le società del Gruppo Elior si occupano della progettazione ed erogazione di servizi di ristorazione (presso strutture ospedaliere, sanitarie, socio assistenziali, scolastiche, universitarie, militari, civili, aziendali e a bordo treno)/servizi per gli asili nido con produzione diretta dei pasti e/o con fornitura di derrate alimentari attraverso le fasi di: accettazione e stoccaggio materie prime, preparazione, produzione (e relative attività di pulizia e sanificazione), trasporto, e distribuzione di derrate alimentari e/o pasti finiti, sia in legame freddo-caldo che refrigerato e/o surgelato con successivo rinvenimento per organizzazioni pubbliche e private. L'organizzazione nello svolgimento delle sue attività persegue, con sempre maggiore dedizione la propria missione per:

- Rendere servizi sempre più efficienti e di qualità per la soddisfazione dei nostri clienti; i quali potranno inoltre beneficiare dell'esperienza internazionale e della solidità finanziaria della nuova società grazie agli investimenti che il Gruppo Elior effettuerà in questo settore;
- Garantire lo svolgimento delle attività in un'ottica di sviluppo sostenibile e compatibile con il contesto ambientale che le ospita, mantenendo una prospettiva di ciclo di vita dei propri servizi; tale approccio è orientato al miglioramento continuo, attraverso il mantenimento di un giusto equilibrio tra responsabilità sociale, ambientale, economica ed energetica.
- Garantire nello svolgimento dell'attività prestazioni che perseguano la progettazione e l'acquisto di beni/servizi energeticamente efficienti.
- Garantire servizi caratterizzati da un elevato grado di controllo dal punto di vista igienico e della sicurezza alimentare in relazione al ruolo primario assunto dall'organizzazione all'interno della catena alimentare.
- Garantire lo svolgimento delle attività in condizioni di lavoro sicure e salubri per tutti i lavoratori che operano per conto del Gruppo Elior, attraverso una adeguata identificazione e valutazione dei rischi nonché l'adozione di specifiche misure di prevenzione e protezione volte a migliorare le prestazioni di sicurezza dell'organizzazione prevenire lesioni e malattie professionali.
- Garantire lo svolgimento delle attività in condizioni di sicurezza per i clienti, per gli utenti, per i visitatori e i lavoratori esterni attraverso la programmazione e il controllo continuo dei servizi erogati.

Gli obiettivi fondamentali della strategia aziendale del Gruppo Elior sono riconducibili ai seguenti aspetti:

- soddisfazione delle esigenze e delle aspettative dei propri Clienti;
- miglioramento delle sue prestazioni ambientali ed energetiche;
- identificazione, valutazione, gestione e controllo dei rischi per la sicurezza alimentare;
- gestione e miglioramento della rintracciabilità dei prodotti;
- miglioramento delle prestazioni di sicurezza, controllo e riduzione dei rischi per i lavoratori

Tali obiettivi sono perseguiti dalle società del Gruppo mediante il mantenimento e l'applicazione di un Sistema di Gestione Qualità Aziendale conforme alla norma ISO 9001:2015, l'implementazione di un Sistema di Gestione Ambientale Aziendale conforme alla norma ISO 14001:2015, di un Sistema di Gestione della Sicurezza Alimentare conforme alla norma ISO 22000:2018, di un Sistema di Gestione Sicurezza conforme alla norma ISO 45001:2018, di un Sistema di Rintracciabilità conforme alla norma UNI EN ISO 22005:2008 e di un Sistema di Gestione dell'Energia conforme alla norma UNI CEI EN ISO 50001:2018.

Tuttavia oggi la maggior sensibilizzazione dei Clienti a nuove problematiche relative alla qualità, alla sicurezza dei luoghi di lavoro alla sicurezza igienico - alimentare dei servizi e al rispetto dell'ambiente, ma anche alla salubrità delle materie prime e alla professionalizzazione dei partner economici richiede che il prodotto/servizio offerto dall'Azienda si evolva, e migliori di continuo per




fare fronte, sia alle richieste di un mercato in trasformazione, sia alle sfide di una competizione divenuta nel tempo molto più aggressiva; pena la perdita di competitività, di posizioni di mercato e di occupazione. A tale scopo Elior riesamina le strategie, gli obiettivi e le strutture li conferma e li amplia, volendo assicurare, con il suo impegno:

- **La qualità dei servizi erogati** sia in termini di rispondenza alle richieste ed aspettative implicite ed esplicite del committente diretto (ente appaltatore) che di soddisfacimento dell'utente finale (consumatore).
- **La rispondenza alle esigenze di sicurezza alimentare e igiene del processo** e dei prodotti realizzati, attraverso la messa a disposizione di risorse e competenze adeguate per lo sviluppo di un sistema di controllo dinamico basato sull'analisi e la riduzione dei fattori di rischio alla fonte, sull'individuazione e monitoraggio degli aspetti a maggior criticità, sull'applicazione delle buone prassi applicabili al settore alimentare, sull'applicazione delle corrette regole e prassi per la gestione adeguata degli allergeni (ivi compresa la gestione specifica del glutine) e l'attuazione di un sistema di rintracciabilità che garantisca la costante disponibilità di tutte le informazioni necessarie a garantire la sicurezza alimentare ed eventuali richiami di prodotto.
- Un approccio gestionale basato sull'analisi dei processi dell'organizzazione, sull'analisi, sulla valutazione e sulla gestione dei rischi e delle opportunità organizzative dai punti di vista di ambiente, qualità, della sicurezza alimentare e salute e sicurezza in ottica di miglioramento continuo;
- **Il miglioramento continuo nella gestione dei rischi per la sicurezza igienico-alimentare** mediante la definizione e il conseguimento di obiettivi misurabili;
- **Il miglioramento continuo delle prestazioni di sicurezza** attraverso la riduzione di malattie, l'eliminazione dei pericoli, la riduzione dei rischi e di incidenti con e senza infortunio per i lavoratori che operano per il Gruppo Elior o per conto di essa;
- **La rispondenza ai requisiti sociali**, attraverso la gestione di un sistema di controllo per la riduzione dei rischi che porti ad ambienti di lavoro sicuri e salutaris, nel rispetto della persona umana e dei suoi diritti fondamentali, in coerenza con le delle normative vigenti, nazionali ed internazionali
- **Il miglioramento ambientale continuo** mediante una attenta valutazione, in prospettiva di ciclo di vita, degli aspetti ed impatti ambientali associati alle attività svolte ed alla filiera dei prodotti e delle materie prime utilizzate, ricercando, ove possibile, le misure tecniche e tecnologiche idonee alla prevenzione dell'inquinamento ed alla riduzione degli impatti ambientali ad essi associati. Al fine di favorire la politica strategica di sostenibilità del Gruppo, contribuendo alla protezione dell'ambiente ed alla prevenzione dell'inquinamento dal 2021 è stato avviato un importante progetto per l'implementazione e progressiva estensione sui vari siti di un sistema di gestione ambientale conforme al sistema di ecogestione e audit dell'UE (EMAS).
- **Il miglioramento, in particolare, delle prestazioni energetiche**, tramite la definizione di obiettivi di ottimizzazione energetica e relativi piani di azione, sottoposti a monitoraggio e controllo;
- **Un costante controllo ambientale** delle attività durante la loro esecuzione in modo tale da prevenire ogni impatto sull'ambiente così come evitare il verificarsi di situazioni anomale o potenziali emergenze
- **La conformità alle disposizioni** dettate dalla legislazione applicabile e dai requisiti direttamente sottoscritti dall'azienda o ritenuti rilevanti in campo qualità, sicurezza alimentare, ambientale, dell'energia e della salute e sicurezza.
- **L'evoluzione della cultura aziendale**, a tutti i livelli, affinché tali processi diventino uno strumento di lavoro ordinario per tutta l'Azienda, volto al miglioramento continuo, attraverso la costante riqualificazione dei propri dipendenti, il loro coinvolgimento, consultazione e partecipazione e la diffusione di sempre maggior consapevolezza del proprio ruolo all'interno dei processi aziendali.
- **L'informazione delle parti interessate** mediante la promozione di comunicazioni verso l'esterno relative all'impegno assunto dall'azienda nei confronti dell'ambiente e alle relazioni che sussistono tra attività aziendale e aspetti ambientali;
- **L'analisi e l'integrazione dei requisiti rilevanti delle proprie parti interessate** all'interno dei processi aziendali;
- **La comunicazione interattiva lungo la filiera alimentare** per assicurare che i pericoli per la sicurezza alimentare siano identificati e adeguatamente controllati.
- **La comunicazione, consultazione e partecipazione** a tutti i livelli al fine di assicurare il coinvolgimento diretto dei dipendenti, e dei loro rappresentanti, nella gestione e nel controllo dei rischi per la sicurezza dei luoghi di lavoro.

Il Gruppo Elior con tutti i suoi Dirigenti, Quadri e Dipendenti ritiene indispensabile condividere la stessa visione del mestiere di tutti, per creare un'identità comune e differenziarla da quella dei concorrenti; il Gruppo crede, quindi, che la base per il raggiungimento di questi obiettivi, sia la condivisione di Valori comuni, all'interno delle società di tutto il Gruppo, che possano:

- Fondere ed amonizzare le differenti culture del Gruppo, arricchendo l'identità aziendale.
- Accompagnare e promuovere lo sviluppo e la crescita.
- Guidare le azioni e permettere ai dipendenti di essere in linea con il marchio e gli obiettivi aziendali.
- Creare un equilibrio dinamico nei confronti del cliente, dei commensali, dei collaboratori, degli azionisti, dei partners e dei fornitori.
- Attirare, far crescere, coinvolgere e motivare i gruppi di lavoro, guidandoli nella loro attività.

I valori del Gruppo Elior sono ciò che caratterizza la sua maniera d'essere e che dà un senso al suo modo d'agire, oggi e domani; essi sono cinque e vengono presentati in coppia, perché il compito di ogni responsabile Elior è spesso quello di determinare il giusto punto di equilibrio o di combinare due aspetti parimenti importanti:

- Coerenza, Differenza, Crescita, Responsabilità e Rispetto degli impegni e delle persone
- Efficacia e Condivisione, Convivialità, Professionalità e Chiarezza

Poiché il raggiungimento degli obiettivi aziendali del servizio relativi alla qualità, alla sicurezza dei luoghi di lavoro, alla sicurezza alimentare, all'ambiente e alla gestione dell'energia è comunque possibile solo con il coinvolgimento e l'impegno di tutte le funzioni aziendali e delle persone che le incamano, questo documento e la filosofia in esso espressa diventa strumento principale delle attività del Gruppo Elior, ed esso viene diffuso a tutti i livelli, assicurandone la comprensione da parte di tutti.

L'Amministratore Delegato

Rosario Ambrosino



12 ANNEX II

MAIN APPLICABLE LEGISLATIVE ELEMENTS

Legislative Reference	Title	Headquarters Directive	Zola Predosa website
Legislative Decree no. 152 of 3 April 2006 and .m.i.	Consolidated Environmental Law	✓	✓
Legislative Decree no. 116 of 3 September 2020	Implementation of Directive (EU) 2018/851 amending Directive 2008/98/EC on waste and implementation of Directive (EU) 2018/852 amending Directive 1994/62/EC on packaging and packaging waste.	✓	✓
Law no. 447 of 26 October 1995 -	Framework law on noise pollution	✓	✓
Regulation (EC) No 1907/2006 as amended -	Corrigendum to Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), establishing a European Chemicals Agency, amending Directive 1999/45/EC and repealing Council Regulation (EEC) No 793/93 and Commission Regulation (EC) No 1488/94, as well as Council Directive 76/769/EEC and Commission Directives 91/155/EEC, 93/67/EEC, 93/105/EC and 2000/21/EC.	✓	✓
Decree of the President of the Republic of 16 April 2013 n° n. 74	Regulation defining the general criteria for the operation, operation, control, maintenance and inspection of heating systems for the winter and summer air conditioning of buildings and for the preparation of hot water for sanitary hygienic uses, pursuant to Article 4, paragraph 1, letters a) and c) of Legislative Decree 19 August 2005, n. 192.	✓	✓
Regulation (EC) No 1272/2008 of the European Parliament and of the Council of 16 December 2008	Regulation (EC) No 1272/2008 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 December 2008 on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC and amending Regulation (EC) No 1907/2006	✓	✓
Regulation (EU) No 517/2014 of the European Parliament and of the Council of 16/04/14	REGULATION (EU) No 517/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 April 2014 on fluorinated greenhouse gases and repealing Regulation (EC) No 842/2006	✓	✓
Fire Prevention Certificate D.P.R.151/11	Regulation simplifying the regulation of procedures relating to fire prevention, pursuant to Article 49, paragraph 4-quarter, of Decree-Law no. 78 of 31 May 2010, converted, with amendments, by Law no. 122 of 30 July 2010	✓	✓
D.M. 10/03/1998 e s.m.i.	General fire safety and emergency management criteria in the workplace	✓	✓
Legislative Decree 102/14	Implementation of Directive 2012/27/EU on energy efficiency (Amended by Legislative Decree 141/2016)	✓	✓
Directive 2012/27/EU	European Energy Efficiency Directive	✓	✓
Ministerial Decree of 12 May 2021	Methods of implementation of the provisions relating to the figure of the mobility manager.	✓	
Law no. 10 of 9 January 1991	Rules for the implementation of the National Energy Plan on the rational use of energy, energy saving and the development of renewable energy sources.	✓	

Legislative Reference	Title	Headquarters Directive	Zola Predosa website
Resolution of the Emilia-Romagna Region n.1480 of 11/10/2010	Directive on the characterisation of industrial waste water from production activities		✓
DGR n.1806/2006 R. N. 286 del 14/02/2005"	Guidelines for the management of run-off rainwater and first rainwater in implementation of Resolution G.R. N. 286 of 14/02/2005"		✓

13 ALLEGATO III

ASSESSMENT OF SIGNIFICANT ENVIRONMENTAL ASPECTS

The complete assessment of the environmental aspects is reported in the documentation of 3D05803 relating to the ELIOR Environmental Analysis Register.

LCA SCOPE	PROCESS/ AREA	ACTIVITIES	CONDITION	ENVIRONMENTAL ASPECT	ENVIRONMENTAL IMPACT	Audit findings	Reports - Complaints	Improvement - Review	Legislation	Vulnerability of the Territory	RELEVANCE IMPACT			SIGNIFICATIVITA'	SIGNIFICANCE ASSESSMENT
											PROBABILITY	OF	GIVE ¹		
UPSTREAM	Energy supply	Energy supply - Electricity production	N	Energy consumption	Resource consumption	NO	NO	YES	NO	NO	4	2	0,75	6,0	SIGNIFICANT
CORE	Management of Management Offices	Office activities: Heating	N	Emissions into the atmosphere	Air pollution	NO	NO	NO	New	NO	4	2	1	8,0	SIGNIFICANT
CORE	Management of Management Offices	Equipment and Plant Maintenance Activities	A	Waste production	Resource consumption	YES	NO	NO	YES	NO	3	2	1	6,0	SIGNIFICANT
CORE	Management of Management Offices	Office activities: Travel/travel	N	Emissions into the atmosphere	Air pollution	NO	NO	YES	New	NO	3	2	1	6,0	SIGNIFICANT
CORE	Management of Management Offices	Office activities	N	Energy consumption	Resource consumption	NO	NO	YES	YES	NO	4	2	1	8,0	SIGNIFICANT
CORE	Meal cooking centers	Local Heating	N	Emissions into the atmosphere	Air pollution	NO	NO	NO	New	NO	4	2	1	8,0	SIGNIFICANT
CORE	Meal cooking centers	Energy Consumption Equipment	N	Energy consumption	Resource consumption	NO	NO	YES	YES	NO	4	2	1	8,0	SIGNIFICANT
CORE	Meal cooking centers	Energy Consumption Equipment	N	Energy consumption	Air pollution	NO	NO	YES	NO	NO	4	2	1	8,0	SIGNIFICANT
CORE	Meal cooking centers	Refrigerated storage - Cold Storage Management	A	Use of greenhouse gas refrigerants.	Air pollution	YES	NO	YES	YES	NO	2	3	1	6,0	SIGNIFICANT
CORE	Meal cooking centers	Washing food, dishes and equipment in the kitchen	N	Water consumption	Resource consumption	NO	NO	YES	YES	NO	4	2	1	8,0	SIGNIFICANT
CORE	Meal cooking centers	Wastewater treatment plant	A	Water discharges	Water pollution	NO	NO	NO	YES	YES	2	2	1	4,0	SIGNIFICANT
CORE	Meal cooking centers	Wastewater treatment plant	And	Spill	Water and soil pollution	NO	NO	NO	YES	YES	2	3	1	6,0	SIGNIFICANT

¹ GI=1 direct aspects; G1=0.75 indirect aspects



CORE	Meal cooking centers	Food Preparation/Cooking	N	Waste production	Resource consumption	NO	NO	YES	YES	NO	4	2	1	8,0	SIGNIFICANT
CORE	Meal cooking centers	Meal packaging	N	Waste production	Resource consumption	NO	NO	YES	YES	NO	3	2	1	6,0	SIGNIFICANT
CORE	Meal distribution plexuses	Food maintenance in temperature - Cold Rooms	A	Emissions into the atmosphere	Air pollution	YES	NO	YES	YES	NO	2	3	1	6,0	SIGNIFICANT



14 ANNEX IV

TERMS, ACRONYMS AND DEFINITIONS

Term/ Acronym	Description
Nature-oriented area	An area dedicated mainly to the conservation or restoration of nature; the area may include roof, façade, water drainage or other elements that have been designed, adapted or managed in order to promote biodiversity.
Covered areas	Area where the original ground was covered (like roads) making it waterproof.
Environmental aspect	An element of an organization's activities or products or services that interacts or can interact with the environment.
Life Cycle	Consecutive and interconnected phases of the system of a product / service, from the acquisition or generation of raw materials from natural resources to the final disposal.
CO ₂	CO ₂ indicates for carbon dioxide, which is one of the main greenhouse gases and is produced by every chemical reaction in which oxidation occurs.
CO _{2eq}	Carbon dioxide equivalent, used as a unit of measurement of the GWP indicator.
FGAS	Fluorinated gases, usually present as refrigerants inside the air conditioning systems of the premises.
Greenhouse gases (GHG)	A gas that absorbs and emits radiant energy in the thermal infrared field. Greenhouse gases cause the greenhouse effect and climate change.
Environmental impact	A change in the environment, negative or positive, in whole or in part resulting from the environmental aspects of an organization.
IN WHICH THE	Indicator not evaluated.
Indicator	measurable representation of the condition or status of operations, management or other conditions.
NO _x	Nitric oxide. These compounds have important impacts on air pollution, as they can affect human respiration and are also involved in photochemical processes. It is used as an indicator of emissions into the air.
BEE	Non-governmental organization, an organization with social or political purposes that is not controlled by a government.
Stakeholder	Subject directly or indirectly interested or involved in the activities of the organization.
Particulate matter	This indicator of emission into the air refers to all solid dust released into the air, with dimensions less than 10 µm, which could affect human respiration and sunlight (decreasing visibility).
Global warming potential - Global Warming Potential (GWP)	The GWP is a measure of how much energy emissions of 1 ton of gas will absorb in a given period of time, compared to emissions of 1 ton of carbon dioxide (CO ₂). The higher the GWP, the more a given gas warms the Earth than CO ₂ in that time period (the time period usually used for GWPs is 100 years).
Performance/ environmental performance	Performance related to the management of environmental aspects.
Risks and opportunities	Potential negative effects (risks) and potential beneficial effects (opportunities).
SO _x	Sulfur oxides. These compounds are important for air pollution since, if emitted into the air, they can increase the acidity of rain. It is used as an indicator of emissions into the air.
Life Cycle Assessment (LCA)	Tool for assessing the environmental impact of a product / service, in its entire life cycle.

